

INFORMATION AND COMMUNICATION SERVICES

RFTOP#_18_

TITLE: Evaluation of the NIAMS Information Clearinghouse

PART I - REQUEST FOR TASK ORDER PROPOSALS

A. POINT OF CONTACT NAME: Anthony Revenis

Phone (301) 402-3073 Fax (301) 435-6101

Proposal Address:
6011 Executive Blvd. Rm 529S
Rockville, MD 20892-7663

Billing Address:
Accounts Payable, OFM, NIH
Bldg 31, Room B1B39
Bethesda, MD 20892-2045

B. PROPOSED PERIOD OF PERFORMANCE: From date of award, on or about August 30, 2001, to approximately six months thereafter.

C. PRICING METHOD: Firm Fixed Price. Currently available funding is limited to \$25,000. A firm that is able to complete this project for less than that amount is invited to propose a lower firm fixed price for the successful execution of this task. Price will play a role in source selection.

D. PROPOSAL INSTRUCTIONS: Electronic proposals shall be submitted to Anthony Revenis by e-mail at: RevenisA@od.nih.gov. Please enter in the subject line the following text, "RFTOP# 17 - Proposal." A signed task order form, signed by the authorized contract personnel will later be requested from the successful offeror.

Note: In order to avoid a conflict of interest, no company or individual that has been involved in operating the NIAMS Information Clearinghouse as a contractor or subcontractor will be considered for award of this task order.

E. RESPONSE DUE DATE: Monday, July 30, 2001 at 4:00 PM Local Time. All questions must be received by July 23rd.

F. TASK DESCRIPTION:

The NIAMS Information Clearinghouse is a public service of the National Institute of Arthritis and Musculoskeletal and Skin Diseases of the National Institutes of Health that provides health information and information sources. The Clearinghouse received and handled about 25,000 inquiries in the year 2000, and distributed about a half million publications in response to these inquiries. Eighty percent of requestors are consumers, such as patients, their families, and the public.

The effort required by this acquisition is an objective and independent evaluation of the effectiveness and quality of clearinghouse services in the area of inquiry response and materials development.

The contractor shall meet with NIAMS within one week of contract award and shall be expected to be in regular contact (at least weekly) with the Project Officer via e-mail and phone and in person as necessary. The contractor shall submit study designs and instruments to the Project Officer for approval prior to implementation.

To the extent possible, the contractor shall use qualitative rather than quantitative methods in order to design and execute studies and prepare interim and final reports on the results, to address the following key questions:

1. Who are the primary and secondary users of the NIAMS Information Clearinghouse? To the extent the information is available, what are the demographic profiles of primary and secondary users of the Clearinghouse?
2. From a user perspective, what are the measurable features and characteristics of satisfactory and optimal information resources in terms of access to information, inquiry response by phone, mail, e-mail, and fax, publications distribution, and content, reading level, and format of print and Web-based materials?
3. In terms of these features and characteristics, how satisfied are Clearinghouse users?
4. Are the requirements for responses to requests for information and material (that responses be courteous, accurate, appropriate, and timely) being met?
5. Are the services of the Clearinghouse cost-effective?

Deliverables shall include the following. (All of these items shall be submitted to the Project Officer in both hard copy and electronic formats usable by the Project Officer. Usable formats include e-mail messages, as well as the PC versions of Word, WordPerfect, Excel, and PowerPoint. If raw data is available in hard copy only, that is acceptable.)

- The negotiated plan of the project that is based on the initial plan submitted with the proposal.
- Draft reports that answer questions 1-5, including methods, results, and raw data.
- A final overall report that answers all 5 questions, with an executive summary.

In addition, the contractor shall provide to the Project Officer by e-mail a brief (1-page) weekly report by Friday close of business that lists project progress and next steps.

G. EVALUATION FACTORS

Selection of an offeror for contract award will be based on an evaluation of proposals against three factors. The factors in order of relative importance are: technical, cost, and past performance. Although technical factors are of paramount consideration in the award of the contract, both past performance and cost/price are also important to the overall contract award decision. All evaluation factors other than cost or price, when combined, are significantly more important than cost or price. Offerors are advised that the award will be made to that offeror whose proposal provides the best overall value to the Government.

1. TECHNICAL CRITERIA

- a. Technical/management approach:

As part of their proposals, offerors shall submit a plan, that outlines how they would execute this project, taking care to address each of the five questions. The plan shall include key steps, with a brief description and rationale for each, and a timeline for completing the project within 6 months of contract award. The plan will be assessed by the NIAMS to determine the extent to which it will produce objective and meaningful results.

b. Experience of the company and the proposed personnel:

Proposals shall:

- a) Include resumes of proposed staff for this project that indicate relevant experience in the design of evaluations, data collection, and analysis.
- b) Document corporate experience in evaluation activities relevant to this project, including the names of clients, dates, and descriptions of projects.
- c) Document that neither the company nor any proposed project staff members or corporate monitors has been involved in operating the NIAMS Information Clearinghouse (or its predecessors) as a contractor or subcontractor.

2. PAST PERFORMANCE

The evaluation process may consider the past performance information that was developed in the award of the base contracts. If a firm has projects that are particularly pertinent to this requirement, they are invited to provide, in addition to the descriptions above, customer contact information. NIH may choose to discuss past performance levels with these contacts and information developed may play a significant role in the source selection process.

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PART II - CONTRACTOR'S REPLY:

TO # _____ CONTRACT #263-01-D-0_____

Contractor:

Points of Contact:

Phone-

Fax-

Address:

TOTAL ESTIMATED COST:

Pricing Method: FFP

TOTAL ESTIMATED NUMBER OF HOURS:

PROPOSED COMPLETION DATE:

FOR THE CONTRACTOR: _____

Signature

Date

SOURCE SELECTION:

WE HAVE REVIEWED ALL SUBMITTED PROPOSALS HAVE DETERMINED
THIS FIRM SUBMITTED THE BEST OVERALL PROPOSAL AND THE
PRICE/COST IS REASONABLE.

Billing Reference # _____

Appropriations Data: _____

(ATTACH OBLIGATING DOCUMENT IF AN ROC WILL NOT BE USED.)

RECOMMENDED: _____

FAX #

Signature - Project Officer

Date

APPROVED: _____

FAX #

Signature - Contracting Officer

Date

NIH APPROVAL -

CONTRACTOR SHALL NOT EXCEED THE TASK ORDER AMOUNT WITHOUT THE WRITTEN APPROVAL
OF THE CONTRACTING OFFICER & ICS COORDINATOR

APPROVED: _____

Signature –Anthony M. Revenis, J.D., NIH-ICS Coordinator

Date